



STIC Search Report

EIC 3600

STIC Database Tracking Number: 151674

TO: Examiner Susanna Diaz
Location: 5A01
Art Unit : 3623
Wednesday, May 04, 2005
Case Serial Number: 09/514997

From: Ginger Roberts DeMille
Location: EIC 3600
KNX 4B59
Phone: 23522

Ginger.demille@uspto.gov

Search Notes

Dear Examiner Diaz:

Please find attached the results of your search for 09/514997.

The search was conducted using the mandatory database lists for Business Methods.

These other sources were also used: Internet, STN

If you have any questions, please do not hesitate to contact me.

Thanks for using EIC3600!

Ginger

*Reviewed all
results
SMB*

Griffin, Etelka

82

From: Unknown@Unknown.com
Sent: Monday, April 25, 2005 7:14 PM
To: STIC-EIC3600
Subject: Generic form response

ResponseHeader=Commercial Database Search Request

AccessDB#= 151674

LogNumber= _____

Searcher= _____

SearcherPhone= _____

SearcherBranch= _____

MyDate=Mon Apr 25 19:13:06 EDT 2005

submitto=STIC-EIC3600@uspto.gov

Name=Susanna M. Diaz

Empno=76267

Phone=571-272-6733

Artunit=3623

Office=Knox-5A01

Serialnum=09/514,997

PatClass=705/9,10

Earliest=2/25/2000

Format1=paper

Searchtopic=I am looking for a lead generation system where a third party maintains a database of sales leads. After selling/assigning a lead to a sales agent, the third party contacts (e.g., via e-mail or telephone) the sales lead (i.e., a potential customer) to introduce him/her to the sales agent (i.e., inform the customer that sales agent X will be contacting him/her soon) prior to the sales agent actually contacting the lead.

Comments=

send=SEND

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? show files;ds

File 348:EUROPEAN PATENTS 1978-2005/Apr W04

(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2005/UB=20050428,UT=20050421

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| Set | Items | Description |
|-----|-------|---|
| S1 | 1919 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSPECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 50463 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRDPARTY OR INTERMEDIAR? OR OUTSIDE() AGENC? S S MARKETING() CONSULTANT? ? OR A |
| S3 | 993 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 21 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT- ?) (15N) (S2 OR S3) |
| S5 | 1 | S3(15N) S4(15N) (INFORM OR INFORMING OR KNOW) |
| S6 | 0 | S4(15N) (INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRODUCTIONS) |
| S7 | 21 | S4 OR S5 |

? t7/3,k/all

7/3,K/1 (Item 1 from file: 348)

DIALOG(R) File 348:EUROPEAN PATENTS

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01405816

Client-server system with securita function intermediary

Client-Server System mit Zwischensicherheitsfunktion

Systeme client-serveur avec une fonction intermediaire de securite

PATENT ASSIGNEE:

NEC CORPORATION, (236690), 7-1, Shiba 5-chome, Minato-ku, Tokyo, (JP),
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LEGAL REPRESENTATIVE:

VOSSIUS & PARTNER (100314), Siebertstrasse 4, 81675 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 1189407 A2 020320 (Basic)

EP 1189407 A3 040102

APPLICATION (CC, No, Date): EP 2001121621 010911;

PRIORITY (CC, No, Date): JP 2000274589 000911

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04L-029/06; G06F-001/00

ABSTRACT WORD COUNT: 89

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

| Available Text | Language | Update | Word Count |
|------------------------------------|-----------|--------|------------|
| CLAIMS A | (English) | 200212 | 2365 |
| SPEC A | (English) | 200212 | 8532 |
| Total word count - document A | | | 10897 |
| Total word count - document B | | | 0 |
| Total word count - documents A + B | | | 10897 |

...SPECIFICATION communication between a client and a server to achieve a sufficient security level and efficient **communication**. Accordingly, secure **communication** can be achieved without extra cost.

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6) Since the **intermediary** device can submit a client certification to the **server** in place of the **client**, it is **possible** to cause the **server** to recognize a different client terminal as the same user.

7) The **intermediary** device can send a packet received from the client to the server with its source...

7/3,K/2 (Item 1 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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01197436 **Image available**

METHOD OF AND SYSTEM FOR DETERMINING CONNECTIONS BETWEEN PARTIES USING PRIVATE LINKS

PROCEDE ET SYSTEME PERMETTANT DE DETERMINER DES CONNEXIONS ENTRE DES PARTIES A L'AIDE DE LIAISONS PRIVEES

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200503917 A2-A3 20050113 (WO 0503917)

Application: WO 2004US20805 20040628 (PCT/WO US04020805)

Priority Application: US 2003483463 20030627

Designated States:

(All protection types applied unless otherwise stated - for applications
2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10216

Fulltext Availability:

Detailed Description

Detailed Description

... stored in the client database is proprietary to the client and is not
accessible by **outside** parties. **Contacts** in the company list 112
which are not already on the host **database** 102 are not saved in the
client database 114, since these **contacts** will not **lead** to further
contacts on the host database 102.

[0035] Once the party records have been constructed and stored...

7/3,K/3 (Item 2 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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01179523 **Image available**

**LOTTERY SYSTEM AND METHOD WITH REAL-TIME PROGRESSIVE JACKPOT
SYSTEME ET METHODE DE LOTERIE A CAGNOTTE PROGRESSIVE EN TEMPS REEL**

Patent Applicant/Inventor:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 2004102444 A1 20041125 (WO 04102444)

Application: WO 2004IB1870 20040507 (PCT/WO IB04001870)

Priority Application: US 2003434283 20030509

Designated States:

(All protection types applied unless otherwise stated - for applications
2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8787

Fulltext Availability:

Detailed Description

Detailed Description

... cellular telephones, or other private and public remote terminal
devices may also be used to **communicate** with lottery **system0** 112.

Customer 104 may be a current **customer**, a **potential customer**, or
any other interested **third party**. If the customer wishes to
participate in the lottery, he or she may use telephone...

7/3,K/4 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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01030739 **Image available**

**SYSTEM AND METHOD OF DISTRIBUTING PUBLIC RELATIONS AND MARKETING CONTENT
SYSTEME ET PROCEDE DE DISTRIBUTION DE CONTENU DE RELATIONS PUBLIQUES ET DE
MARKETING**

Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200360790 A1 20030724 (WO 0360790)

Application: WO 2002US40433 20021217 (PCT/WO US0240433)

Priority Application: US 2001344599 20011221

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SC SD SE SG

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SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SI SK
TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 4729

Fulltext Availability:
Detailed Description

Detailed Description

... consumers may also include
educators, government employees, non-profit groups, the general
public and others.

Affiliates 5, news media 6 (CNN, USA Today, etc.), database
services 7 (LexisNexis, etc.), and news content aggregators and
syndicators 8 are **potential clients** who **communicate** directly
with the central **database** server via the Internet. **Affiliates**,
including major open Internet search engines and portals such as
Google, Yahoo, Lycos and Ask

7/3,K/5 (Item 4 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT
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00975360 **Image available**

INTERACTIVE TRAINING SYSTEM AND METHOD
SYSTEME ET PROCEDE D'APPRENTISSAGE INTERACTIF

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200305329 A1 20030116 (WO 0305329)

Application: WO 2002US20902 20020702 (PCT/WO US0220902)

Priority Application: US 2001303275 20010705; US 2001903893 20010712

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 12741

Fulltext Availability:
Detailed Description

Detailed Description

... system for future access/viewing by a scenario user. Thus, for example, the hypothetical manager **e - mail** may **inform** the user/ **sales representative** that a new **sales lead** has been identified in his/her territory and provide initial information for consideration by the user/ **sales representative** in moving forward with the **sales lead** . Of note, the disclosed method/system generally provides a variety of template functionalities to assist...all types.

The exemplary scenario of Fig. 4 begins with an introductory message advising the **sales representative** that his hypothetical supervisor has forwarded an **e - mail** regarding a new **sales lead** . Such introductory information is contained within a ...manager that functions to initiate the user's interaction with the scenario. The manager's **e - mail message** typically provides the user/ **sales representative** with information concerning the **sales lead** , e.g., the name, title and/or **contact** information for an individual associated with the **sales lead** , background information as to the ...manager's e-mail message referenced on Start screen 200 of Fig. 4, the user/ **sales representative** typically gains a broad outline of the **sales lead** opportunity from a review of the manager's **e - mail** .

To the extent the user/ **sales representative** has immediate thoughts with respect to such **sales lead** , the user/ **sales representative** may record such thoughts within the disclosed method/system by clicking Notes button 228, as...228, as discussed above.

Turning to a further stage in the illustrated scenario, the user/ **sales representative** is provided with an opportunity to "**call**" upon the **sales lead** by clicking on **Call** button 210. Box 202 provides the user/ **sales representative** with instructional information concerning the parameters for the **sales call** . In the exemplary scenario illustrated by **Call** screen 300 in Figure 7, the user/ **sales representative** will be permitted to ask the **sales lead** a total of six questions. The parameters for **sales calls** according to the present disclosure are generally within the control of the administrative personnel creating...

...according to the illustrated embodiment merely exemplifies the imposition of certain restraints on the user/ **sales representative** in interacting with the **sales lead** . Such restraints/parameters are valuable in simulating the realities of most **sales calls** , where the time and attention of the **sales lead** to a **sales representative** 's inquiries are typically limited.

Moreover, ...is depicted for use by an administrator in developing and assigning 4'type" to potential **call** questions. As set forth on screen 350, input blocks are provided for questions to be posed by users/ **sales representatives** ("Entry") and answers to be given in response thereto by the **sales lead** ("Response"). Thus, for each question, an answer is provided that reflects the **sales lead** 's response should the user/ **sales representative** elect to pose such question. The questions may range from specific to general, and may...Question box 304 are directly influenced by/dependent upon the preparation undertaken by the user/ **sales representative** before commencing his/her **call** upon the **sales lead** . For example, scenario-specific question(s) that would not be apparent to users/ **sales representatives** in the absence of his/her review of a particular file in file cabinet 252...view all available "needs," as discussed herein.

Based on the questions asked by the user/ **sales representative** on the **sales call** , a series of needs appears on the manager's white board 456. The needs triggered by the **call** upon the **sales lead** are supplemented with global needs that are generally not directly related to the information gleaned...needs analysis. Thus, the sales manager may

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comment on the needs selected by the user/ **sales representative** , e.g., endorsing and/or questioning the relevance of a selected need based on the **sales lead** 's responses during the sales **call** . The sales manager's input and/or responses are advantageously programmed into the disclosed system...the proposal-solution, as depicted on Status screen 600. In the illustrated scenario, the user/ **sales representative** was successful in gaining the sale, reflecting the effectiveness of the user/ **sales representative** in identifying the **sales lead** 's needs, and matching those needs with product/service offerings that satisfied those needs. Of note, the hypothetical **e - mail message** advantageously provides a recap of the user's performance at various stages in the scenario...

7/3,K/6 (Item 5 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00963483 **Image available**

SYSTEMS, APPARATUS, AND METHODS FOR VERIFICATION OF TELEMARKETING SALES ORDERS

SYSTEMES, APPAREIL ET PROCEDES DE VERIFICATION DE BONS DE COMMANDE DE TELEMARKETING

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200297558 A2 20021205 (WO 0297558)

Application: WO 2002US11075 20020408 (PCT/WO US0211075)

Priority Application: US 2001282024 20010406

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5887

Fulltext Availability:

Detailed Description

Detailed Description

... order.

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Although the invention has been described in terms of interactions between a single **sales agent** , **sales agent** ' s computer and telephone, **potential customer** , and verifier's **server** , it is to be understood that the system will typically handle multiple **sales agents** and **phone calls** concurrently.

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One of ordinary skill in the art will readily be able to adapt and...

7/3,K/7 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00889653 **Image available**

**ENHANCED DIRECTORY ASSISTANCE SYSTEM
SYSTEME D'ASSISTANCE-ANNUAIRE AMELIORE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200223878 A1 20020321 (WO 0223878)

Application: WO 2001US29116 20010917 (PCT/WO US0129116)

Priority Application: US 2000233158 20000915

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS
LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK SL
TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 19734

Fulltext Availability:

Detailed Description

Detailed Description

... to tailor a specific message to the caller 4 based on information
obtained through the **call** .

This decision can be based on specific caller 4 instructions, **third
party** instructions, other information contained in listing table 52A of
customer database 18, override module 96 and/or **possible** fields
60A-60E of directions data Table 98.

After the creation of the directions/mapping...

7/3,K/8 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00865425 **Image available**

**APPARATUS AND PROCESS FOR PROJECTING COSTS ASSOCIATED WITH DELAYING
PURCHASE OF INSURANCE**

APPAREIL ET PROCEDE PERMETTANT DE PROJETER DES COUTS ASSOCIES AU RETARD

Ginger R. DeMille

D'ACHAT D'UNE ASSURANCE

Patent Applicant/Assignee:

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Legal Representative:

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N.W., Washington, DC 20006, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200199023 A2-A3 20011227 (WO 0199023)

Application: WO 2001US41023 20010618 (PCT/WO US0141023)

Priority Application: US 2000597254 20000619

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7569

Fulltext Availability:

Detailed Description

Detailed Description

... be used corresponding to themes or other marketing campaigns for the
insurance provider. Also, the **sales agent** may desire to leave the
information card/envelope **system** with the **prospective customer** upon
conclusion of a sales **call** so that the prospective customer can test
different cost/benefit scenarios at the prospective customer...

7/3,K/9 (Item 8 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00863502 **Image available**

**METHOD OF AND SYSTEM FOR DETERMINING CONNECTIONS BETWEEN PARTIES OVER A
NETWORK**

PROCEDE ET SYSTEME DE DETERMINATION DE CONNEXIONS ENTRE CORRESPONDANTS

Patent Applicant/Assignee:

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Inventor(s):

MCGEACHIE John S, 21 Bishops Way, North Reading, MA 01864, US,

Legal Representative:

KUSMER Toby H (et al) (agent), McDermott, Will & Emery, 28 State Street,
Boston, MA 02109-1775, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200197088 A1 20011220 (WO 0197088)

Application: WO 2001US19329 20010615 (PCT/WO US0119329)

Priority Application: US 2000211725 20000615

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE
GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Ginger R. DeMille

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7606

Fulltext Availability:
Detailed Description

Detailed Description

... stored in the client database is proprietary to the client and is not accessible by **outside parties**. **Contacts** in the company list 112 which are not already on the host **database** 102 are not saved in the **client database** 114, since these **contacts** will not **lead** to flirther **contacts** on the host database 102.

Once the party records have been constructed and stored in...

7/3,K/10 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00813226 **Image available**

PLACING A PURCHASE ORDER USING ONE OF MULTIPLE PROCUREMENT OPTIONS
PROCEDE PERMETTANT DE PASSER UNE COMMANDE A L'AIDE DE L'UNE DES MULTIPLES
OPTIONS D'ACHAT

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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MCQUEEN Colleen, 1562 E. Garfield Street, Seattle, WA 98112, US,
PRUDENTE James, Apartment 208, 5443 Ballard Avenue N.W., Seattle WA,
98107, US,

Legal Representative:

WHITE James A D (et al) (agent), Perkins Coie LLP, P.O. Box 1247,
Seattle, WA 98111-1247, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200146847 A2 20010628 (WO 0146847)
Application: WO 2000US35484 20001221 (PCT/WO US0035484)
Priority Application: US 99171947 19991223; US 2000190264 20000317; US
2000547540 20000412

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 27421

Fulltext Availability:
Detailed Description

Detailed Description

... options is maintained by the server system that

Ginger R. DeMille

generates the Web page or by a **third - party server** . hi alternate embodiments, the **client system** can provide information about **potential** recipients, such as by accessing an online Rolodex database or **email** address book for the user.

In the illustrated example, the current user is John Doe...

7/3,K/11 (Item 10 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00813168 **Image available**

METHOD AND APPARATUS FOR INTERNET CONNECTIVITY FOR AGRICULTURE BUYERS, SELLERS AND TRANSPORTERS
PROCEDE ET APPAREIL DE CONNECTIVITE A L'INTERNET POUR DES ACHETEURS, DES VENDEURS ET DES TRANSPORTEURS DE MARCHANDISES AGRICOLES

Patent Applicant/Assignee:

NET HORSEPOWER INC, 4349 Santa Fe Road, Box 48, San Luis Obispo, CA 93401
, US, US (Residence), US (Nationality)

Inventor(s):

FRIEND Ralph K, 12383 Road 88, Tipton, CA 73272, US,
FRIEND Diane B, 12383 Road 88, Tipton, CA 73272, US,
GREENELSH John M, 809 Highland Way, Grover Beach CA 93433, US,
ISHAM David J, 1816 Danijay Way, Santa Maria, CA 83454, US,
ALLEN Jeffrey L, 1185 Bedford Lane, San Luis Ibispo, CA 93401, US,

Legal Representative:

ELDREDGE John W (agent), Stradling Yocca Carlson & Rauth, P.O. Box 7680,
660 Newport Center Drive, Suite 1600, Newport Beach, CA 92660-6441, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200146774 A2-A3 20010628 (WO 0146774)

Application: WO 2000US34890 20001221 (PCT/WO US0034890)

Priority Application: US 99171684 19991221

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

Publication Language: English

Filing Language: English

Fulltext Word Count: 17791

Fulltext Availability:

Detailed Description

Detailed Description

... accepting the original offer as is, or by submitting one or more counteroffers to the **other party** which modify the original posting terms. At each stage of the negotiation process, the **system** notifies the **potential buyer** and seller via **e - mail** , of any actions taken by the **other party** . In addition to the usual terms and conditions of the transaction, such as subprice, quantity...

7/3,K/12 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Ginger R. DeMille

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK DZ EE ES FI GB
GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN
YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Fulltext Availability:

Detailed Description

Detailed Description

... wireless / cellular telephony world. This functional component
provides the required policies governing users who access **third party**
networks and cross geographical boundaries. It keeps in constant **contact**
with other cross network location registers of the geographically
dispersed but inter-connected networks, exchanging...

7/3,K/13 (Item 12 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00803585 **Image available**

**SYSTEM AND METHOD FOR APPLICATION VIEWING THROUGH COLLABORATIVE WEB
BROWSING SESSION**

**SYSTEME ET METHODE PERMETTANT DE VISUALISER UNE APPLICATION GRACE A UNE
SESSION D'EXPLORATION COOPERATIVE DU WEB**

Patent Applicant/Assignee:

RAINDANCE COMMUNICATIONS INC, 11512 El Camino Real, San Diego, CA 92130,
US, US (Residence), US (Nationality)

Inventor(s):

RUST David Bradley, 355 Caminito El Rincon #230, San Diego, CA 92130, US,

Legal Representative:

UBELL Franklin D (et al) (agent), Brobeck, Phleger & Harrison, LLP, 12390
El Camino Real, San Diego, CA 92130, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200137144 A2-A3 20010525 (WO 0137144)

Application: WO 2000US31805 20001117 (PCT/WO US0031805)

Priority Application: US 99442517 19991118

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

Ginger R. DeMille

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 7838

Fulltext Availability:
Detailed Description

Detailed Description

... product marketing information and taking sales orders.

Additionally, the Web can be used as a **communication** tool between a **sales representative** and a **potential customer**. For example, a collaborative Web browsing **system** can be used to allow a sales person to guide a potential customer through a...

7/3,K/14 (Item 13 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00803569 **Image available**

SYSTEM AND METHOD FOR RECORD AND PLAYBACK OF COLLABORATIVE WEB BROWSING SESSION

SYSTEME ET METHODE PERMETTANT D'ENREGISTRER ET DE REPRODUIRE UNE SESSION D'EXPLORATION COOPERATIVE DU WEB

Patent Applicant/Assignee:

RAINDANCE COMMUNICATIONS INC, 11512 El Camino Real, San Diego, CA 92130,
US, US (Residence), -- (Nationality)

Inventor(s):

RUST David Bradley, 3555 Caminito El Rincon #230, San Diego, CA 92130, US

Legal Representative:

UBELL Franklin D (et al) (agent), Brobeck, Phleger & Harrison, LLP, 12390
El Camino Real, San Diego, CA 92130, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200137125 A2-A3 20010525 (WO 0137125)

Application: WO 2000US31804 20001117 (PCT/WO US0031804)

Priority Application: US 99442518 19991118

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7629

Fulltext Availability:
Detailed Description

Detailed Description

... product marketing information and taking sales orders.

Additionally, the Web can be used as a **communication** tool between a **sales representative** and a **potential customer**. For example, a collaborative Web browsing **system** can be used to allow a sales person

Ginger R. DeMille

to guide a potential customer through a...

7/3,K/15 (Item 14 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00788823 **Image available**

METHOD AND SYSTEM FOR FACILITATING AUTOMATED INTERACTION OF MARKETABLE
RETAIL ORDERS AND PROFESSIONAL TRADING INTEREST AT PASSIVELY DETERMINED
PRICES

PROCEDE ET SYSTEME PERMETTANT DE FACILITER L'INTERACTION INFORMATISEE DES
ORDRES DE NEGOCIATION DES PARTICULIERS ET DE LA PARTICIPATION AU MARCHÉ
PROFESSIONNEL A DES COURS DETERMINES DE FACON PASSIVE

Patent Applicant/Assignee:

D E SHAW & CO INC, 120 West 45th Street, 39th Floor, New York, NY 10036,
US, US (Residence), US (Nationality)

Inventor(s):

GIANAKOUIROS Nicholas P, 371 East Lincoln Avenue, Cranford, NJ 07016, US,
SHAW David E, 120 West 45th Street, New York, NY 10036, US,

Legal Representative:

ROSINI James E (et al) (agent), Kenyon & Kenyon, Suite 700, 1500 K
Street, Washington, DC 20005, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200122339 A2 20010329 (WO 0122339)

Application: WO 2000US26299 20000925 (PCT/WO US0026299)

Priority Application: US 99155643 19990924; US 2000565444 20000505

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 31230

Fulltext Availability:

Detailed Description

Detailed Description

... and cancel indications, and serves as the mechanism used by the COMB I
10 to **communicate** various trade and status reports to institutional
clients.

Through **possible** business arrangements with other trading **system**,
data, and technology vendors, **third - party** terminals or electronic
interfaces may also be used by institutional clients to **communicate**
with the COMB I 10. Indications entered into the COMB I 10 by
institutional clients...

7/3,K/16 (Item 15 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00787027 **Image available**

METHOD AND SYSTEM FOR ACQUIRING PROSPECT LISTS OVER A COMPUTER NETWORK

PROCEDE ET SYSTEME POUR L'ACQUISITION DE LISTES DE CLIENTS POTENTIELS SUR
UN RESEAU INFORMATIQUE

Patent Applicant/Assignee:

NEXMARK COM, Suite 8, 2 Buck Road, Hanover, NH 03755, US, US (Residence)

Ginger R. DeMille

, US (Nationality)
Inventor(s):
PYCH Joseph T, 895 Eastman Road, South Royalton, VT 05068, US,
Legal Representative:
LANE David A (et al) (agent), Foley, Hoag & Eliot, LLP, One Post Office
Square, Boston, MA 02109, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200120520 A2 20010322 (WO 0120520)
Application: WO 2000US25079 20000913 (PCT/WO US0025079)
Priority Application: US 99153597 19990913; US 99153592 19990913
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 20106

Fulltext Availability:
Detailed Description

Detailed Description

... mail house, telemarketer, or email service. The prospect list service
can provide a list of **contact** service providers for the list purchaser
to select from. The **contact** service provider receives the list of
prospective customers from the **prospect list system** and **contacts**
the **prospective customers** on behalf of the list purchaser. Another
third party delivery option includes delivering the list of
prospective customers to a fulfillment center for storing...658.
Figure 26 illustrates a method of delivering the list of prospective
customers to a **third party** for **contacting** the prospective customers
on behalf of the list purchaser.

Initially, the **prospect list system** delivers the list of **prospective**
customers to a **third party**, such as a **contact** service provider,
step 660. A **contact** service provider can be a **mail house**, a
telemarketer, an **email** service, or other service for contacting

7/3,K/17 (Item 16 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00787026 **Image available**

METHOD AND SYSTEM FOR STORING PROSPECT LISTS IN A COMPUTER DATABASE
PROCEDE ET SYSTEME DE STOCKAGE DE LISTES DE PROSPECTION DANS UNE BASE DE
DONNEES INFORMATIQUE

Patent Applicant/Assignee:
NEXTMARK COM, 2 Buck Road, Suite 8, Hanover, NH 03755, US, US (Residence)
, US (Nationality)
Inventor(s):
PYCH Joseph T, 895 Eastman Road, South Royalton, VT 05068, US,
FORD James T, 34 Marsten Lane, #101, Enfield, NH 03748, US,
Legal Representative:
LANE David A Jr (et al) (agent), Foley, Hoag & Eliot, LLP, One Post
Office Square, Boston, MA 02109, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200120519 A2 20010322 (WO 0120519)
Application: WO 2000US25048 20000913 (PCT/WO US0025048)

Ginger R. DeMille

Priority Application: US 99153597 19990913; US 99153592 19990913
Designated States:
(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 18369

Fulltext Availability:

Detailed Description

Detailed Description

... mail house, telemarketer, or email service. The prospect list service can provide a list of **contact** service providers for the list purchaser to select from. The **contact** service provider receives the list of **prospective customers** from the **prospect list system** and **contacts** the **prospective customers** on behalf of the list purchaser. Another **third party** delivery option includes delivering the list of 1 5 prospective customers to a fulfillment center...658. Figure 26 illustrates a method of delivering the list of prospective customers to a **third party** for **contacting** the prospective customers on behalf of the list purchaser.

Initially, the **prospect list system** delivers the list of **prospective customers** to a **third party**, such as a **contact** service provider, step 660. A **contact** service provider can be a **mail house**, a **telemarketer**, an **email service**, or other service for contacting prospective customers. Upon receiving the list of prospective customers ...

7/3,K/18 (Item 17 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00786997 **Image available**

METHOD AND SYSTEM FOR DISTRIBUTING PROSPECT LISTS OVER A COMPUTER NETWORK
PROCEDE ET SYSTEME POUR LA DISTRIBUTION DE LISTES DE CLIENTS POTENTIELS SUR
UN RESEAU INFORMATIQUE

Patent Applicant/Assignee:

NEXTMARK COM, Suite 8, 2 Buck Road, Hanover, NH 03755, US, US (Residence)
, US (Nationality)

Inventor(s):

PYCH Joseph T, 895 Eastman Road, South Royalton, VT 05068, US,

Legal Representative:

LANE David A Jr (et al) (agent), Patent-Group, Foley, Hoag & Eliot, LLP,
One Post Office Square, Boston, MA 02109, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200120482 A2 20010322 (WO 0120482)

Application: WO 2000US25080 20000913 (PCT/WO US0025080)

Priority Application: US 99153597 19990913; US 99153592 19990913

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

Ginger R. DeMille

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 18871

Fulltext Availability:
Detailed Description

Detailed Description

... mail house, telemarketer, or email service. The prospect list service can provide a list of **contact** service providers for the list purchaser to select from. The **contact** service provider receives the list of **prospective customers** from the **prospect list system** and **contacts** the **prospective customers** on behalf of I 0 the list purchaser. Another **third party** delivery option includes delivering the list of prospective customers to a fulfillment center for storing...658. Figure 26 illustrates a method of delivering the list of prospective customers to a **third party** for **contacting** the prospective customers on behalf of the list purchaser.

Initially, the **prospect list system** delivers the list of **prospective customers** to a **third party**, such as a **contact** service provider, step 660. A **contact** service provider can be a **mail house**, a telemarketer, an **email** service, or other service for contacting prospective customers. Upon receiving the list of prospective customers ...

7/3,K/19 (Item 18 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00784134

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A CONSTANT CLASS COMPONENT IN A BUSINESS LOGIC SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE UN COMPOSANT DE CLASSE DE CONSTANCE DANS UN ENVIRONNEMENT DE SCHEMAS DE SERVICES DE LOGIQUE D'AFFAIRES

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, Suite 3800, 2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116726 A2-A3 20010308 (WO 0116726)
Application: WO 2000US24188 20000831 (PCT/WO US0024188)
Priority Application: US 99387213 19990831

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 150446

Fulltext Availability:
Detailed Description

Detailed Description

... cannot be adapted for use on more than one computing style
Tiers
Similarly to traditional **client / server** architectures, Netcentric architectures support a style of computing where processes on different machines **communicate** using messages. In this style, "client" processes delegate business functions or other tasks (such as...

7/3,K/20 (Item 19 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00761432

METHODS, CONCEPTS AND TECHNOLOGY FOR DYNAMIC COMPARISON OF PRODUCT FEATURES AND CUSTOMER PROFILE
PROCEDES, CONCEPTS ET TECHNIQUE DE COMPARAISON DYNAMIQUE DE CARACTERISTIQUES D'UN PRODUIT ET DU PROFIL DES CONSOMMATEURS

Patent Applicant/Assignee:

ACCENTURE LLP, 100 South Wacker Drive, Chicago, IL 60606, US, US
(Residence), US (Nationality)

Inventor(s):

GUHEEN Michael F, 2218 Mar East Street, Tiburon, CA 94920, US,
MITCHELL James D, 3004 Alma, Manhattan Beach, CA 90266, US,
BARRESE James J, 757 Pine Avenue, San Jose, CA 95125, US,

Legal Representative:

BRUESS Steven C (agent), Merchant & Gould P.C., P.O. Box 2903,
Minneapolis, MN 55402-0903, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200073958 A2 20001207 (WO 0073958)
Application: WO 2000US14459 20000524 (PCT/WO US0014459)
Priority Application: US 99320818 19990527

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU
LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 151011

Fulltext Availability:
Detailed Description

Detailed Description

... TP monitor), transmission services (SNA, HLLAPI, etc.), data dictionary, desktop applications, and programming languages for **call** -out/ **call** -in. Additional consideration should be given to add-on and **third - party** products/enhancements such as specialized widgets, report writers and case tools.
e) Is the tool...

7/3,K/21 (Item 20 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT

Ginger R. DeMille

(c) 2005 WIPO/Univentio. All rts. reserv.

00497469 **Image available**

VIRTUAL PRIVATE COMMUNICATIONS NETWORK AND METHOD FOR SECURE BUSINESS TO BUSINESS COMMUNICATION

RESEAU DE COMMUNICATION VIRTUEL PRIVE ET PROCEDE POUR SECURISER LA COMMUNICATION INTERENTREPRISES

Patent Applicant/Assignee:

TCI SATELLITE ENTERTAINMENT INC,

Inventor(s):

REINHARDT Thomas W,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9928821 A1 19990610

Application: WO 98US25242 19981125 (PCT/WO US9825242)

Priority Application: US 97980999 19971201

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW GH GM
KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI
FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD
TG

Publication Language: English

Fulltext Word Count: 7419

Fulltext Availability:

Detailed Description

Detailed Description

... 14 is to monitor the activity of the subagents 16. The role of the direct **sales agent** 16 is making direct sales **calls** to customers who have previously contacted the corporate headquarters 12.

Figure 8 depicts a web page of **sales leads** needing **sales agents**.

The web

page 802 of Figure 8 will be accessed by an area sales manager...

...Disposition Field 808 indicates that the potential customer's credit check is ongoing. The notation "**Call Back**" indicates that a direct **sales agent** 706 should **contact** the customer by **phone** or in person.

Figure 9 depicts a web page 902 that provides detailed information for a single **sales lead**. Included in web page 902 is the Sales Lead Date field 904, which indicates the down menu 910 that allows the direct **sales agent** 706 to update the status of the **sales lead**.

Using the **communications** network of the present invention, once the direct **sales agent** 706 has sold the services of the satellite broadcast provider to the customer, the direct...

?

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? show files;ds

File 9:Business & Industry(R) Jul/1994-2005/Apr 28
 (c) 2005 The Gale Group
 File 20:Dialog Global Reporter 1997-2005/May 04
 (c) 2005 The Dialog Corp.
 File 476:Financial Times Fulltext 1982-2005/May 04
 (c) 2005 Financial Times Ltd
 File 610:Business Wire 1999-2005/May 04
 (c) 2005 Business Wire.
 File 613:PR Newswire 1999-2005/May 04
 (c) 2005 PR Newswire Association Inc
 File 634:San Jose Mercury Jun 1985-2005/May 03
 (c) 2005 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2005/May 04
 (c) 2005 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

| Set | Items | Description |
|-----|---------|---|
| S1 | 75938 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSPECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 2942836 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRDPARTY OR INTERMEDIAR? OR OUTSIDE() AGENC? S S MARKETING() CONSU- LTANT? ? OR A |
| S3 | 109783 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 288 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT- ?) (15N) (S2 OR S3) |
| S5 | 224 | RD (unique items) |
| S6 | 1144 | S1(15N) (S2 OR S3) |
| S7 | 1016 | S6 NOT S5 |
| S8 | 790 | RD (unique items) |
| S9 | 137 | S5 NOT PY>2000 |
| S10 | 137 | RD (unique items) |
| S11 | 2 | S4(15N) (INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRO- Ductions) |
| S12 | 1 | S10(15N) (MEET OR MEETING) |
| S13 | 1 | S12 NOT S11 |
| S14 | 1 | RD (unique items) |
| S15 | 2 | S3(15N) S4(15N) (INFORM OR INFORMING OR KNOW) |
| S16 | 2 | S15 NOT (S11 OR S14) |
| S17 | 2 | RD (unique items) |
| S18 | 5 | S11:S17 |
| S19 | 5 | RD (unique items) |

? t19/3,k/all

19/3,K/1 (Item 1 from file: 20)

DIALOG(R) File 20:Dialog Global Reporter
 (c) 2005 The Dialog Corp. All rts. reserv.

27629925 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Research and Markets: US Customer Relationship Outsourcing to 2005

M2 PRESSWIRE

February 19, 2003

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1066

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... this report about?
Who is the target reader?
How to use this report
MARKET CONTEXT
Introduction
Key findings
Market size
US **outsourcing** market value
Market segments
Drivers: the market maturity **outsourcing** model
The horizontal applications **outsourcing** model
Outbound cold **calling**
Inbound direct response
Outbound **sales lead** generation
Inbound customer service
Inbound technical help desk
Types of **outsourcing**
Full **outsourcing**
Insourcing
Co-sourcing
The case for **outsourcing**
Customer acquisition
Customer retention
Trends in outsourcing
The evolution of provider expertise outsourcing model
The...

19/3,K/2 (Item 2 from file: 20) .
DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

08593113 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Globe Direct, inc. Expands Operations with Addition of New Regional Facility
CANADIAN CORPORATE NEWS
December 06, 1999
JOURNAL CODE: WCCN LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 323

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... distribution, mail and call centre communication capabilities to better serve needs its customers and to **meet** the increase in demand in the marketplace for direct **communication** services.

The demand for direct **communications** is growing due to an increasing trend of business to outsource their non-core marketing...

19/3,K/3 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2005 The Gale Group. All rts. reserv.

05487131 Supplier Number: 97847163 (USE FORMAT 7 FOR FULLTEXT)
US Customer Relationship Outsourcing to 2005.
M2 Presswire, pNA
Feb 19, 2003
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1155

... this report about?
Who is the target reader?
How to use this report
MARKET CONTEXT
Introduction

Key findings
Market size
US **outsourcing** market value
Market segments
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Inbound customer service
Inbound technical help desk
Types of **outsourcing**
Full **outsourcing**
Insourcing
Co-sourcing
The case for **outsourcing**
Customer acquisition
...

19/3,K/4 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2005 The Gale Group. All rts. reserv.

03515352 Supplier Number: 47260839 (USE FORMAT 7 FOR FULLTEXT)

To Leave a Voice-Mail--op Not

Selling, pN/A

April 1, 1997

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 792

... and asked, "Uhh, yeah, Art, did I call you today or yesterday?" "I don't **know**."

"Let me see here. Hmm. I **call** a lot of people, and I might have called you for a few different services I sell".

By now I knew this was a **sales rep prospecting** haphazardly, leaving messages at every opportunity, hoping a few might **call** back I grew irritated as he wasted my time.

"Look," I said. "If you don't **know** why you called, I don't. I don't have time for this" "Okay, okay..."

19/3,K/5 (Item 1 from file: 810)

DIALOG(R)File 810:Business Wire

(c) 1999 Business Wire . All rts. reserv.

0193015 BW847

VARBUSINESS: ADVANCE+Annual survey special issue: Altos rates best, Hewlett-Packard next on VARBUSINESS 1990 "Report Card"

September 14, 1990

Byline: Business & Computer Editors

...main reasons for this is that two of the new categories we added - quality of **sales leads** and joint sales **calls** and other **sales rep** assistance - had the worst scores in the survey. We hope vendors will be looking more closely at their performances in these areas; we **know** their resellers are looking," he says.

Wolf cautions vendors not to "overlook the very large..."

?

? t9/3,k/all

9/3,K/1 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

16591733 SUPPLIER NUMBER: 112083918 (USE FORMAT 7 OR 9 FOR FULL TEXT
)

Name change for Lansing Linde.(What's News) (Cover Story)

What's New In Industry, 5(1)
Dec, 2003

DOCUMENT TYPE: Cover Story ISSN: 0142-4971 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 177 LINE COUNT: 00017

... on the Linde brand in order to present a clearer and stronger
identity to all **customers** and **potential clients**."

Linde has **introduced** a Contract Management **system**, a single
dedicated point of customer **contact** that lets UK customers with multiple
sites **outsource** day-to-day and strategic management of their entire
mobile material handling fleet at a...

9/3,K/2 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter
(c) 2005 The Dialog Corp. All rts. reserv.

27629925 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Research and Markets: US Customer Relationship Outsourcing to 2005

M2 PRESSWIRE

February 19, 2003

JOURNAL CODE: WMPR LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1066

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... this report about?

Who is the target reader?

How to use this report

MARKET CONTEXT

Introduction

Key findings

Market size

US **outsourcing** market value

Market segments

Drivers: the market maturity **outsourcing** model

The horizontal applications **outsourcing** model

Outbound cold **calling**

Inbound direct response

Outbound **sales lead** generation

Inbound customer service

Inbound technical help desk

Types of **outsourcing**

Full **outsourcing**

Insourcing

Co-sourcing

The case for **outsourcing**

Customer acquisition

Customer retention

Trends in outsourcing

The evolution of provider expertise outsourcing model

The...

9/3,K/3 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2005 The Gale Group. All rts. reserv.

05487131 Supplier Number: 97847163 (USE FORMAT 7 FOR FULLTEXT)
US Customer Relationship Outsourcing to 2005.
M2 Presswire, pNA
Feb 19, 2003
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1155

... this report about?
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Inbound technical help desk
Types of **outsourcing**
Full **outsourcing**
Insourcing
Co-sourcing
The case for **outsourcing**
Customer acquisition
...

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? show files;ds

File 15:ABI/Inform(R) 1971-2005/May 03
 (c) 2005 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2005/May 03
 (c) 2005 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2005/May 04
 (c)2005 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2005/May 04
 (c) 2005 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2005/May 04
 (c) 2005 The Gale Group

| Set | Items | Description |
|-----|---------|--|
| S1 | 98840 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSPECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 2582635 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRD-PARTY OR INTERMEDIAR? OR OUTSIDE() AGENC? S S MARKETING() CONSULTANT? ? OR A |
| S3 | 167424 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 607 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT-?) (15N) (S2 OR S3) |
| S5 | 338 | RD (unique items) |
| S6 | 2076 | S1(15N) (S2 OR S3) |
| S7 | 1872 | S6 NOT S5 |
| S8 | 1002 | RD (unique items) |
| S9 | 250 | S5 NOT PY>2000 |
| S10 | 248 | RD (unique items) |
| S11 | 1 | S4(15N) (INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRODUCTIONS) |
| S12 | 2 | S10(15N) (MEET OR MEETING) |
| S13 | 2 | S12 NOT S11 |
| S14 | 2 | RD (unique items) |
| S15 | 8 | S3(15N) S4(15N) (INFORM OR INFORMING OR KNOW) |
| S16 | 7 | S15 NOT (S11 OR S14) |
| S17 | 7 | RD (unique items) |
| ? | | |

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? t11/3,k/all

11/3,K/1 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

16591733 SUPPLIER NUMBER: 112083918 (USE FORMAT 7 OR 9 FOR FULL TEXT
)

Name change for Lansing Linde. (What's News) (Cover Story)

What's New In Industry, 5(1)

Dec, 2003

DOCUMENT TYPE: Cover Story ISSN: 0142-4971 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 177 LINE COUNT: 00017

... on the Linde brand in order to present a clearer and stronger
identity to all **customers** and **potential clients**."

Linde has **introduced** a Contract Management **system**, a single
dedicated point of customer **contact** that lets UK customers with multiple
sites **outsource** day-to-day and strategic management of their entire
mobile material handling fleet at a...

?

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? t14/3,k/all

14/3,K/1 (Item 1 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2005 ProQuest Info&Learning. All rts. reserv.

00978930 96-28323

Channel surfers

Prior, Teri Lammers
Inc. v17n2 PP: 65-68 Feb 1995
ISSN: 0162-8968 JRNL CODE: INO
WORD COUNT: 2701

...TEXT: new billing system is often willing to forgo the formalities of a face-to-face **meeting** .

Trivedi says, "Most prospects have nagging doubts about working with a company over the **phone** . Eliminating those doubts is our challenge." To do so, Mastech salespeople systematically gather information on...

14/3,K/2 (Item 1 from file: 148)
DIALOG(R) File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

02033350 SUPPLIER NUMBER: 03136566 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Sales reps called most memorable exhibit factor.

Silverman, Dick

Footwear News, v40, p4(2)

Feb 13, 1984

ISSN: 0162-914X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 1360 LINE COUNT: 00103

... at a booth. Although dress may seem unimportant, it has regional implications that can affect **meeting sales prospects** , they contend.

Eastern buyers tend to respond best to **sales reps** in conservative business dress of suits and ties; the Midwest accepts a more relaxed manner

...

? t17/3,k/all

17/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

04940419 Supplier Number: 47260839 (USE FORMAT 7 FOR FULLTEXT)
To Leave a Voice-Mail--op Not
Selling, pN/A
April 1, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 792

... and asked, "Uhh, yeah, Art, did I call you today or yesterday?" "I don't **know**."

"Let me see here. Hmm. 'I **call** a lot of people, and I might have called you for a few different services I sell'."

By now I knew this was a **sales rep prospecting** haphazardly, leaving messages at every opportunity, hoping a few might **call** back I grew irritated as he wasted my time.

"Look," I said. "If you don't **know** why you called, I don't. I don't have time for this" "Okay, okay..."

17/3,K/2 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

04735856 Supplier Number: 46971402 (USE FORMAT 7 FOR FULLTEXT)
Emerging technologies: 3 For the Future: VARs target datamarts, voice and smart cards
VARbusiness, p47
Dec 15, 1996
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2327

... hot area is customer service. Businesses can use smart cards to access detailed profiles of **customers**. When a **potential customer calls** with a question, the **system** will automatically upload his or her address, credit rating and other data from the card. When an existing customer **calls** in, the **sales agent** will **know** immediately which discounts or other perks he or she qualifies for. Speed and service are...

17/3,K/3 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2005 The Gale Group. All rts. reserv.

01190721 Supplier Number: 41364274 (USE FORMAT 7 FOR FULLTEXT)
HARDWARE REPORT CARD: VAR CHANNEL INDEX: 6.47 (UP 1.8 PERCENT)
VARbusiness, p129
June, 1990
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2212

... between the support groups. Unisys moves up seven places to number four in quality of **sales leads** and five places to number five in joint sales **calls**.

But DEC does not fare as well in either category. Resellers criticize the **sales reps** for their lack of familiarity with VARs' products. "How can they expect to help us if they don't **know** what our products are about?" This VAR advises the reps to make learning about VARs...

17/3,K/4 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

09221120 SUPPLIER NUMBER: 19026760 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Emerging technologies: 3 for the future. (data warehousing, speech
recognition and smart cards) (State of the VAR Market: Technology)
(Industry Trend or Event)**

Rettig, Hillary

VARbusiness, v12, n21, p47(4)

Dec 15, 1996

ISSN: 0894-5802

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 2473

LINE COUNT: 00207

... hot area is customer service. Businesses can use smart cards to access detailed profiles of **customers**. When a **potential customer calls** with a question, the **system** will automatically upload his or her address, credit rating and other data from the card. When an existing customer **calls in**, the **sales agent** will **know** immediately which discounts or other perks he or she qualifies for. Speed and service are...

17/3,K/5 (Item 2 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

07715230 SUPPLIER NUMBER: 16329469 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Channel surfers. (small firms seeking new distribution channels)

Prior, Teri Lammers

Inc., v17, n2, p65(4)

Feb, 1995

ISSN: 0162-8968

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2951

LINE COUNT: 00240

... meeting.

Trivedi says, "Most prospects have nagging doubts about working with a company over the **phone**. Eliminating those doubts is our challenge." To do so, Mastech salespeople systematically gather information on **sales leads** from industry-research firms, trade publications, customer referrals, and the company's own 900 full-time employees around the country. When Mastech **sales reps** make **calls**, they already **know** the size and scope of potential projects for which the company's programmers are suited...

17/3,K/6 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2005 The Gale Group. All rts. reserv.

07701832 SUPPLIER NUMBER: 16402917 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Robert Thomas priming the sales pump at banks. (Robert Thomas Securities plans program to boost investment sales at banks) (Brief Article)

Talley, Karen

American Banker, v160, n23, p11(1)

Feb 3, 1995

DOCUMENT TYPE: Brief Article

ISSN: 0002-7561

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 296

LINE COUNT: 00024

The initiative, dubbed the Sales Growth Program, combines marketing, training, and planning to provide **sales representatives** with at least 15 **sales leads** each week.

To that end, bank-based **sales representatives** must now develop weekly reports that detail how they will turn up leads -- through cold **calls**, direct mail, or other means. The object of this effort is to

Ginger R. DeMille

generate more meetings with potential customers.

"We **know** that the more face-to-face meetings that occur, the more business banks will see...

17/3,K/7 (Item 1 from file: 160)

DIALOG(R) File 160:Gale Group PROMT(R)

(c) 1999 The Gale Group. All rts. reserv.

00916357

Techniques to produce high-quality direct mail sales leads are offered by R Siedlecki, Market Direct Advertising (El Toro, CA).

Magazine of Direct Marketing June, 1983 p. 34,391

...of response request, the ad or promotion shouldn't feature a coupon, reply card or **phone** number. Tell the prospect to **call** a special **phone** number that will match him with a **sales rep**. Have him attend a presentation or demonstration on the product, service or program. Have the regional supervisor qualify the **sales lead** by **phone**, and then turn it over to a **sales rep**. De-emphasize the offer in ad copy and stress benefits. Offer an information sheet for a price. **Inform** the prospect of the product by telling all in the piece. Keep the offer simple...
?

Ginger R. DeMille

? show files;ds

File 15:ABI/Inform(R) 1971-2005/May 04
 (c) 2005 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2005/May 03
 (c) 2005 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2005/May 04
 (c)2005 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2005/May 04
 (c) 2005 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2005/May 04
 (c) 2005 The Gale Group

| Set | Items | Description |
|-----|---------|---|
| S1 | 98840 | (MARKETING OR SALES)(1W)(LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSECTIVE OR POTENTIAL OR POSSIBLE)(3N)(CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?)(3N)(DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 2582635 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE)()(PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRDPARTY OR INTERMEDIAR? OR OUTSIDE()AGENC? S S MARKETING()CONSULTANT? ? OR A |
| S3 | 167424 | (SALES OR MARKETING)(1W)(AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 607 | S1(6N)(CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?)(1W)(MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT-?) (15N)(S2 OR S3) |
| S5 | 338 | RD (unique items) |
| S6 | 2076 | S1(15N)(S2 OR S3) |
| S7 | 1872 | S6 NOT S5 |
| S8 | 1002 | RD (unique items) |
| S9 | 250 | S5 NOT PY>2000 |
| S10 | 248 | RD (unique items) |
| S11 | 1 | S4(15N)(INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRODUCTIONS) |
| S12 | 2 | S10(15N)(MEET OR MEETING) |
| S13 | 2 | S12 NOT S11 |
| S14 | 2 | RD (unique items) |
| S15 | 8 | S3(15N)S4(15N)(INFORM OR INFORMING OR KNOW) |
| S16 | 7 | S15 NOT (S11 OR S14) |
| S17 | 7 | RD (unique items) |
| S18 | 10 | S11:S17 |
| S19 | 9 | RD (unique items) |
| S20 | 0 | S4(15N)(S3 OR AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?-(15N)(HANDSHAK? OR HAND()SHAK? OR SHAK?(1N)HAND? ?) |
| ? | | |

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File 9:Business & Industry(R) Jul/1994-2005/Apr 28
 (c) 2005 The Gale Group
 File 20:Dialog Global Reporter 1997-2005/May 04
 (c) 2005 The Dialog Corp.
 File 476:Financial Times Fulltext 1982-2005/May 04
 (c) 2005 Financial Times Ltd
 File 610:Business Wire 1999-2005/May 04
 (c) 2005 Business Wire.
 File 613:PR Newswire 1999-2005/May 04
 (c) 2005 PR Newswire Association Inc
 File 634:San Jose Mercury Jun 1985-2005/May 03
 (c) 2005 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2005/May 04
 (c) 2005 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

| Set | Items | Description |
|-----|---------|--|
| S1 | 75941 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSPECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 2943028 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRD-PARTY OR INTERMEDIAR? OR OUTSIDE()AGENC? S S MARKETING()CONSULTANT? ? OR A |
| S3 | 109791 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 288 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT-?) (15N) (S2 OR S3) |
| S5 | 224 | RD (unique items) |
| S6 | 1145 | S1(15N) (S2 OR S3) |
| S7 | 1017 | S6 NOT S5 |
| S8 | 791 | RD (unique items) |
| S9 | 137 | S5 NOT PY>2000 |
| S10 | 137 | RD (unique items) |
| S11 | 2 | S4(15N) (INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRODUCTIONS) |
| S12 | 1 | S10(15N) (MEET OR MEETING) |
| S13 | 1 | S12 NOT S11 |
| S14 | 1 | RD (unique items) |
| S15 | 2 | S3(15N)S4(15N) (INFORM OR INFORMING OR KNOW) |
| S16 | 2 | S15 NOT (S11 OR S14) |
| S17 | 2 | RD (unique items) |
| S18 | 5 | S11:S17 |
| S19 | 5 | RD (unique items) |
| S20 | 0 | S4(15N) (S3 OR AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?-) (15N) (HANDSHAK? OR HAND()SHAK? OR SHAK? (1N) HAND? ?) |
| ? | | |

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File 15:ABI/Inform(R) 1971-2005/May 04
 (c) 2005 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2005/May 03
 (c) 2005 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2005/May 04
 (c)2005 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2005/May 04
 (c) 2005 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2005/May 04
 (c) 2005 The Gale Group

| Set | Items | Description |
|-----|---------|---|
| S1 | 98840 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSPECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOMER? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 2582635 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTHER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRDPARTY OR INTERMEDIAR? OR OUTSIDE() AGENC? S S MARKETING() CONSULTANT? ? OR A |
| S3 | 167424 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?) |
| S4 | 607 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHONING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT-?) (15N) (S2 OR S3) |
| S5 | 338 | RD (unique items) |
| S6 | 2076 | S1(15N) (S2 OR S3) |
| S7 | 1872 | S6 NOT S5 |
| S8 | 1002 | RD (unique items) |
| S9 | 250 | S5 NOT PY>2000 |
| S10 | 248 | RD (unique items) |
| S11 | 1 | S4(15N) (INTRODUCTION OR INTRODUCE? OR INTRODUCING OR INTRODUCTIONS) |
| S12 | 2 | S10(15N) (MEET OR MEETING) |
| S13 | 2 | S12 NOT S11 |
| S14 | 2 | RD (unique items) |
| S15 | 8 | S3(15N) S4(15N) (INFORM OR INFORMING OR KNOW) |
| S16 | 7 | S15 NOT (S11 OR S14) |
| S17 | 7 | RD (unique items) |
| S18 | 10 | S11:S17 |
| S19 | 9 | RD (unique items) |
| S20 | 0 | S4(15N) (S3 OR AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?-) (15N) (HANDSHAK? OR HAND() SHAK? OR SHAK? (1N) HAND? ?) |
| | | ? |

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File 348:EUROPEAN PATENTS 1978-2005/Apr W04

(c) 2005 European Patent Office

File 349:PCT FULLTEXT 1979-2005/UB=20050428,UT=20050421

(c) 2005 WIPO/Univentio

| Set | Items | Description |
|-----|-------|---|
| S1 | 1919 | (MARKETING OR SALES) (1W) (LEAD? OR PROSPECT?) OR (LEAD? OR - PROSPECT? OR PROSECTIVE OR POTENTIAL OR POSSIBLE) (3N) (CUSTOME- R? ? OR BUYER? ? OR SHOPPER? ? OR CLIENT? ?) (3N) (DATABASE? OR SYSTEM OR DBMS OR SERVER OR FILE OR RDBMS) |
| S2 | 50463 | SUBSIDY OR AFFILIATE? ? OR (THIRD OR 3RD OR ANOTHER OR OTH- ER OR DIFFERENT OR OUTSIDE) () (PARTY OR PARTIES OR MERCHANT? ? OR DEALER? OR VENDOR? ? OR SELLER? ? OR PROVIDER? ?) OR THIRD- PARTY OR INTERMEDIAR? OR OUTSIDE()AGENC? S S MARKETING()CONSU- LTANT? ? OR A |
| S3 | 993 | (SALES OR MARKETING) (1W) (AGENT? ? OR REP OR REPS OR REPRES- ENTATIVE? ?) |
| S4 | 21 | S1(6N) (CONTACT OR CONTACTS OR CONTACTING OR MAIL? OR EMAIL? OR (E OR ELECTRONIC?) (1W) (MAIL? OR MESSAG?) OR PHONE? OR PHO- NING OR TELEPHONING OR CALL OR CALLS OR CALLING OR COMMUNICAT- ?) (15N) (S2 OR S3) |
| S5 | 0 | S4(15N) (S3 OR AGENT? ? OR REP OR REPS OR REPRESENTATIVE? ?-) (15N) (HANDSHAK? OR HAND()SHAK? OR SHAK?(1N)HAND? ?) |
| ? | | |